

# INDEX

## 1995 ANNUAL INDEX

VOLUME 22

### AUTHOR INDEX

- Atkins, David H.**, *Corporate Governance: Lessons from Abroad*, Autumn 1995, p. 24.
- Benimadhu, Prem**, *Adding Value Through Diversity*, An Interview with Bernard F. Isautier, Spring 1995, p. 6.
- Berry, L. Michael**, *Quiet Achievements in Canada—Australia Trade*, Summer 1995, p. 41.
- Booth, Patricia L. and Alison C. Taylor**, *Portrait of a Partnership*, An Interview with Sonja Bata and Thomas J. Bata, Autumn 1995, p. 6.
- Borris Carlyle, Nathalie**, *Expert Advice: A Look at Advisory Boards*, Autumn 1995, p. 27.
- Branda, Dan** *How IT Companies Compete*, Spring 1995, p. 20.
- Brookes, Donald and Nicolas Stodin**, *The New Service Relationship*, Spring 1995, p. 24.
- Burrows, Marie**, *Customer Commitment: Global Focus*, An Interview with Maureen Kempston Darkes, Winter 1995, p. 6.
- Conner, Carolyn**, *A New Era in Corporate Governance*, Autumn 1995, p. 16.
- Crane, David**, *The Critical Importance of Economic Growth*, Winter 1995, p. 25.
- Dalton, William R.P.**, *Canada's Unique Advantage in Asia*, Summer 1995, p. 37.
- Darby, Paul M.**, *Happy Landings?*, An Economic Commentary, Spring 1995, p. 3.
- Erbland, Mardon J. and Patricia K. Kieley**, *A Shared Vision of Effectiveness*, Winter 1995, p. 32.
- Fedchun, Gerald B.**, *Staying Competitive in a Changing World*, Autumn 1995, p. 37.
- Fitzgerald, Richard P.**, *Liquor Taxes: A Question of Fairness*, Winter 1995, p. 35.
- Frank, James G.**, *Low Inflation Still the Best Best for '96*, Summer 1995, p. 3.
- \_\_\_\_\_, *Consumers on the Edge: Fighting Debt and Job Scarcity*, Autumn 1995, p. 3.
- \_\_\_\_\_, *Not Much to Cheer About in '96*, Winter 1995, p. 3.
- Good, Arthur H. and Stephen Granovsky**, *Retail Goes Global*, Summer 1995, p. 31.
- Granovsky, Stephen and Arthur H. Good**, *Retail Goes Global*, Summer 1995, p. 31.
- Harrison, D. Brian**, *Shaping the Organization of the Future*, Winter 1995, p. 13.
- Ireland, Derek**, *China: Opportunity or Delusion?*, Winter 1995, p. 20.
- Khoury, George**, *Corporate Responsibility & Community Investment*, An Interview with Martin P. Connell, Summer 1995, p. 6.
- Kieley, Patricia K. and Mardon J. Erbland**, *A Shared Vision of Effectiveness*, Winter 1995, p. 32.
- Lemaire, Dan and Pierre Vanasse**, *Brazil: Rich History, Promising Future*, Summer 1995, p. 44.
- Lemaire, Dan**, *Vietnam: Opening Doors to the Future*, Winter 1995, p. 37.
- Mac Lure, Julie**, *India: Strong Traditions, New Frontiers*, Autumn 1995, p. 40.
- Manion, Robert C.**, *The New Wave of Business Change*, Summer 1995, p. 39.
- McDonald, Raymond J.**, *Canada Leads in Logistics*, Autumn 1995, p. 29.
- McGarry, Diane E.**, *The Road to Customer Loyalty*, Spring 1995, p. 35.
- McKenna, Linda M.**, *Moving Beyond Adversarial Relationships*, Summer 1995, p. 25.
- Meyer, Peter**, *Jigsaw Management*, Winter 1995, p. 17.
- Muller, Rob**, *Training for Change*, Spring 1995, p. 16.
- Pecaut, David K.**, *Beyond Re-engineering: Going for Growth*, Spring 1995, p. 33.
- Pomeroy, Fred**, *Workplace Change: A Labour Perspective*, Summer 1995, p. 17.
- Schneider, Thomas J. and John R. Stepp**, *Fostering Change in a Unionized Environment*, Summer 1995, p. 13.
- Stepp, John R. and Thomas J. Schneider**, *Fostering Change in a Unionized Environment*, Summer 1995, p. 13.

# INDEX

## 1995 ANNUAL INDEX

VOLUME 22

### AUTHOR INDEX

- Atkins, David H.**, *Corporate Governance: Lessons from Abroad*, Autumn 1995, p. 24.
- Benimadhu, Prem**, *Adding Value Through Diversity*, An Interview with Bernard F. Isautier, Spring 1995, p. 6.
- Berry, L. Michael**, *Quiet Achievements in Canada—Australia Trade*, Summer 1995, p. 41.
- Booth, Patricia L. and Alison C. Taylor**, *Portrait of a Partnership*, An Interview with Sonja Bata and Thomas J. Bata, Autumn 1995, p. 6.
- Borris Carlyle, Nathalie**, *Expert Advice: A Look at Advisory Boards*, Autumn 1995, p. 27.
- Branda, Dan** *How IT Companies Compete*, Spring 1995, p. 20.
- Brookes, Donald and Nicolas Stodin**, *The New Service Relationship*, Spring 1995, p. 24.
- Burrows, Marie**, *Customer Commitment: Global Focus*, An Interview with Maureen Kempston Darkes, Winter 1995, p. 6.
- Conner, Carolyn**, *A New Era in Corporate Governance*, Autumn 1995, p. 16.
- Crane, David**, *The Critical Importance of Economic Growth*, Winter 1995, p. 25.
- Dalton, William R.P.**, *Canada's Unique Advantage in Asia*, Summer 1995, p. 37.
- Darby, Paul M.**, *Happy Landings?*, An Economic Commentary, Spring 1995, p. 3.
- Erbland, Mardon J. and Patricia K. Kieley**, *A Shared Vision of Effectiveness*, Winter 1995, p. 32.
- Fedchun, Gerald B.**, *Staying Competitive in a Changing World*, Autumn 1995, p. 37.
- Fitzgerald, Richard P.**, *Liquor Taxes: A Question of Fairness*, Winter 1995, p. 35.
- Frank, James G.**, *Low Inflation Still the Best Best for '96*, Summer 1995, p. 3.
- \_\_\_\_\_, *Consumers on the Edge: Fighting Debt and Job Scarcity*, Autumn 1995, p. 3.
- \_\_\_\_\_, *Not Much to Cheer About in '96*, Winter 1995, p. 3.
- Good, Arthur H. and Stephen Granovsky**, *Retail Goes Global*, Summer 1995, p. 31.
- Granovsky, Stephen and Arthur H. Good**, *Retail Goes Global*, Summer 1995, p. 31.
- Harrison, D. Brian**, *Shaping the Organization of the Future*, Winter 1995, p. 13.
- Ireland, Derek**, *China: Opportunity or Delusion?*, Winter 1995, p. 20.
- Khoury, George**, *Corporate Responsibility & Community Investment*, An Interview with Martin P. Connell, Summer 1995, p. 6.
- Kieley, Patricia K. and Mardon J. Erbland**, *A Shared Vision of Effectiveness*, Winter 1995, p. 32.
- Lemaire, Dan and Pierre Vanasse**, *Brazil: Rich History, Promising Future*, Summer 1995, p. 44.
- Lemaire, Dan**, *Vietnam: Opening Doors to the Future*, Winter 1995, p. 37.
- Mac Lure, Julie**, *India: Strong Traditions, New Frontiers*, Autumn 1995, p. 40.
- Manion, Robert C.**, *The New Wave of Business Change*, Summer 1995, p. 39.
- McDonald, Raymond J.**, *Canada Leads in Logistics*, Autumn 1995, p. 29.
- McGarry, Diane E.**, *The Road to Customer Loyalty*, Spring 1995, p. 35.
- McKenna, Linda M.**, *Moving Beyond Adversarial Relationships*, Summer 1995, p. 25.
- Meyer, Peter**, *Jigsaw Management*, Winter 1995, p. 17.
- Muller, Rob**, *Training for Change*, Spring 1995, p. 16.
- Pecaut, David K.**, *Beyond Re-engineering: Going for Growth*, Spring 1995, p. 33.
- Pomeroy, Fred**, *Workplace Change: A Labour Perspective*, Summer 1995, p. 17.
- Schneider, Thomas J. and John R. Stepp**, *Fostering Change in a Unionized Environment*, Summer 1995, p. 13.
- Stepp, John R. and Thomas J. Schneider**, *Fostering Change in a Unionized Environment*, Summer 1995, p. 13.

## INDEX

**Stodin, Nicolas and Donald Brookes**, *The New Service Relationship*, Spring 1995, p. 24.

**Taylor, Alison C. and Patricia L. Booth**, *Portrait of a Partnership*  
An Interview with Sonja Bata and Thomas J. Bata, Autumn 1995, p. 6.

**Taylor, Christine**, *Building a Business Case for Diversity*, Spring 1995, p. 12.

**Telliér, Paul M.**, *Turning CN Around*, Spring 1995, p. 31.

**Thomas, Linda K.**, *Investing in Our Communities*, Summer 1995, p. 2.

**Vanasse, Pierre and Dan Lemaire**, *Brazil: Rich History, Promising Future*, Summer 1995, p. 44.

**Vennat, Manon**, *Building Better Boards*, Autumn 1995, p. 21.

**Withrow, Bruce**, *Manage the Management Tools*, Summer 1995, p. 28.

**Wright, Ruth**, *Forging Sustainable Alliances in a New Economy*, Summer 1995, p. 20.

## SUBJECT INDEX

### BOOK REVIEWS

Pedro Antunes, *The Storm: Navigating the New Economy*, Winter 1995, p. 31.

Barbara Conner, *Farewell the Peaceful Kingdom: The Seduction and Rape of Canada*, Autumn 1995, p. 36.

Todd Evans, *Comeback: The Fall and Rise of the American Automobile Industry*, Spring 1995, p. 28.

Jennifer Gilmor, *The Customer Is Usually Wrong!* Spring 1995, p. 29.

\_\_\_\_\_, *The Pursuit of WOW!* Spring 1995, p. 30.

\_\_\_\_\_, *The New Rules: How to Succeed in Today's Post-Corporate World*, Autumn 1995, p. 34.

Elizabeth Morin, *Touchstones: Ten New Ideas Revolutionizing Business*, Summer 1995, p. 36.

Debbie Murray, *Artists, Craftsmen and Technocrats: The Realities and Illusions of Leadership*, Autumn 1995, p. 33.

Christine Taylor, *Global Dreams: Imperial Corporations and the New World Order*, Autumn 1995, p. 35.

Irene Taylor, *Crisis & Renewal: Meeting the Challenge of Organizational Change*, Winter 1995, p. 28.

Paul Thomson, *Manager's Guide to Excellence in Public Relations and Communication Management*, Winter 1995, p. 30.

Eric Wolfe, *The Vandals' Crown: How Rebel Currency Traders Overthrew the World's Central Banks*, Summer 1995, p. 34.

\_\_\_\_\_, *The Central Banks*, Summer 1995, p. 34.

Julia Wyeth, *Who Knows: Safeguarding Your Privacy in a Networked World*, Winter 1995, p. 29.

## COMMUNITY-BASED INITIATIVES

*Investing in Our Communities*, Linda K. Thomas, Summer 1995, p. 2.

*Corporate Responsibility & Community Investment*, An Interview with Martin P. Connell, Summer 1995, p. 6.

## COMPETITIVENESS

*Staying Competitive in a Changing World*, Gerald B. Fedchun, Autumn 1995, p. 37.

## CORPORATE GOVERNANCE

*A New Era in Corporate Governance*, Carolyn Conner, Autumn 1995, p. 16.

*Building Better Boards*, Manon Vennat, Autumn 1995, p. 21.

*Corporate Governance: Lessons from Abroad*, David H. Atkins, Autumn 1995, p. 24.

*Expert Advice: A Look at Advisory Boards*, Nathalie Borris Carlyle, Autumn 1995, p. 27.

## CUSTOMER SATISFACTION

*The New Service Relationship*, Donald Brookes and Nicholas Stodin, Spring 1995, p. 24.

*The Road to Customer Loyalty*, Diane E. McGarry, Spring 1995, p. 35.

## ECONOMIC ANALYSIS

*The Critical Importance of Economic Growth*, David Crane, Winter 1995, p. 25.

## FORECASTS

**Happy Landings?**, Paul M. Darby,  
Spring 1995, p. 3.

**Low Inflation Still the Best for '96**,  
James G. Frank, Summer 1995, p. 3.

**Consumers on the Edge: Fighting  
Debt and Job Scarcity**, James G.  
Frank, Autumn 1995, p. 3.

**Not Much to Cheer About in '96**,  
James G. Frank, Winter 1995, p. 3.

## INFORMATION TECHNOLOGY

**How IT Companies Compete**,  
Dan Branda, Spring 1995, p. 20.

## INTERNATIONAL BUSINESS

**Canada's Unique Advantage  
in Asia**, William R.P. Dalton,  
Summer 1995, p. 37.

**Quiet Achievements in Canada—  
Australia Trade**, L. Michael Berry,  
Summer 1995, p. 41.

**Brazil: Rich History, Promising  
Future**, Dan Lemaire and Pierre  
Vanasse, Summer 1995, p. 44.

**India: Strong Traditions, New  
Frontiers**, Julie Mac Lure,  
Autumn 1995, p. 40.

**China: Opportunity or Delusion?**,  
Derek Ireland, Winter 1995, p. 20.

**Vietnam: Opening Doors to the  
Future**, Dan Lemaire, Winter 1995,  
p. 37.

## LABOUR—MANAGEMENT ALLIANCES

**Fostering Change in a Unionized  
Environment**, John R. Stepp and  
Thomas J. Schneider, Summer 1995,  
p. 13.

**Workplace Change: A Labour  
Perspective**, Fred Pomeroy,  
Summer 1995, p. 17.

**Forging Sustainable Alliances in  
a New Economy**, Ruth Wright,  
Summer 1995, p. 20.

**Moving Beyond Adversarial  
Relationships**, Linda M. McKenna,  
Summer 1995, p. 25.

**A Shared Vision of Effectiveness**,  
Mardon J. Erbland and Patricia K.  
Kieley, Winter 1995, p. 32.

## LEADERSHIP VALUES

**Portrait of a Partnership**, An  
Interview with Sonja Bata and  
Thomas J. Bata, Autumn 1995, p. 6.

## LOGISTICS

**Canada Leads in Logistics**,  
Raymond J. McDonald, Autumn 1995,  
p. 29.

## MANAGEMENT TRENDS

**Manage the Management Tools**,  
Bruce Withrow, Summer 1995, p. 28.

**Jigsaw Management**, Peter Meyer,  
Winter 1995, p. 17.

## MANAGING DIVERSITY

**Adding Value Through Diversity**,  
An Interview with Bernard F. Isautier,  
Spring 1995, p. 6.

**Building a Business Case for  
Diversity**, Christine Taylor,  
Spring 1995, p. 12.

## ORGANIZATIONAL STRATEGY

**Turning CN Around**, Paul M. Tellier,  
Spring 1995, p. 31.

**Beyond Re-engineering: Going  
for Growth**, David K. Pecaut,  
Spring 1995, p. 33.

**The New Wave of Business  
Change**, Robert C. Manion,  
Summer 1995, p. 39.

**Customer Commitment: Global  
Focus**, An Interview with Maureen  
Kempston Darkes, Winter 1995, p. 6.

**Shaping the Organization of  
the Future**, D. Brian Harrison,  
Winter 1995, p. 13.

## RETAILING

**Retail Goes Global**, Arthur H.  
Good and Stephen Granovsky,  
Summer 1995, p. 31.

## TAXATION

**Liquor Taxes: A Question of  
Fairness**, Richard P. Fitzgerald,  
Winter 1995, p. 35.

## TRAINING AND DEVELOPMENT

**Training for Change**, Rob Muller,  
Spring 1995, p. 16.



